

HIDE



at HOME

Frequently Asked Questions

- How far do you deliver?

Our standard delivery range is a 7 mile journey from Hide. Depending on demand, we may be able to deliver further afield. Please do contact us directly if you wish to inquire about a further distance.

- What date and times do you deliver?

We deliver 7 days a week. Monday to Friday, we deliver from 12 noon until 22.30. On Saturday, Sunday and Bank Holidays we delivery from 09.00 until 22.30

- My postcode is not allowing me to mae an order online, what can I do?

Please contact Hide directly and we can take your order over the phone or via email.

- How do I know when the food is on the way?

You will be sent a text message when the driver leaves Hide.

- Can I collect?

Yes absolutely, please contact the restaurant directly if you would like to arrange a collection.

- Can I have my starter with an aperitif without my main going cold?

Yes absolutely, please place your main course in an oven at a low temperature to hold your main course whilst you have your starter.

- Will I need to reheat my dishes?

Our dishes arrive at the correct serving temperature. However, if you would like to have an aperitif with your starters, dishes may be kept warm in the oven at a low temperature. Reheating instructions will be provided with your delivery.

- How does the food travel?

Food is delivered in cars by members of our team. It is transported in heat bags to retain the heat, wines and beverages are transported in cool bags/ boxes so as they remain chilled.

- Are the set menu and the brunch menu the only available options at the weekend?

No, the full a la carte is also available. You may also order additional a la carte options along with both the set menu and brunch menu if you would like to.

- Will my white wine & champagne arrive cold?

Yes, it is transported in cool boxes with ice.

- Is cutlery provided?

No, we do not provide cutlery as a standard. If you would like disposable cutlery included please let us know.

- Do you accommodate for dietary requirements?

Yes, we make every effort to accommodate for any and all dietary requirements wherever we can.

- Do you do bespoke packages?

Yes, please contact us and we will be delighted to help.

- Do you recommend wines?

Yes, our Head Sommelier is on hand to suggest wines for your meal.

020 3146 8666

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www.hide.co.uk/home